

EXHIBIT C

PART 2

APPENDIX B

INTERVIEW SCHEDULE AND TOPICS

Days 1 and 2 Interviews

Work Practice or Maintenance Function	Description	Examples of Discussion Topics and Supporting Documents	Name	Interview Date, Time and Location
Senior Management	<p>Discuss project expectations, report review and comment proces.</p> <p>Overview of organizational structure and “culture”.</p> <p>Identify sensitive issues and how to approach.</p> <p>Schedule</p>			
Project Kick off Meeting	<p>Overview and purpose of project.</p> <p>Interview and field assessment process.</p> <p>Report content and review proces.</p> <p>Questions and answers</p>	None		

Work Practice or Maintenance Function	Description	Examples of Discussion Topics and Supporting Documents	Name	Interview Date, Time and Location
Physical Inspection and Testing – Gravity sewer system	<p>Visual Inspection</p> <p>pipe alignment.</p> <p>CCTV</p> <p>Smoke and Dye Testing</p> <p>Other</p>	Reports, inspection forms, performance data, inspection strategy, crew assignments and schedules, equipment available, current expenditures and budgeted amounts, area maps, Standard Operating Procedures, field map.		
Preventive Maintenance - Mechanical and hydraulic cleaning	<p>High velocity jets and combination machine.</p> <p>Other hydraulic methods</p> <p>Rodding Machines</p> <p>Bucket Machines</p>	Reports, performance data, preventive maintenance cleaning strategy, crew assignments and schedules, equipment available, current and budgeted, problem areas, Standard Operating Procedures, Standard Maintenance Procedures, problem diagnosis		
Chemical and biological cleaning	<p>Root control</p> <p>Grease control</p> <p>Odor control</p> <p>Corrosion control</p>	Grease control ordinance, enforcement, odor and corrosion control strategy, root control program design for O&M considerations, materials used (MSDS), reports, performance data, preventive maintenance cleaning strategy, crew assignments and schedules, equipment available, current and budgeted, problem areas, Standard Operating Procedures, Standard Maintenance Procedures, problem diagnosis, public education, enforcement		

Work Practice or Maintenance Function	Description	Examples of Discussion Topics and Supporting Documents	Name	Interview Date, Time and Location
Pump Stations	Routine inspection Electrical and mechanical maintenance SCADA Standby/emergency systems Valves Forcemains	Logs, inspection sheets, Standard Maintenance Procedures, Standard Operating procedures, pump station inventory and attribute data base, spares inventory, Reports, performance data, preventive maintenance strategy, crew assignments and schedule, equipment available, current and budgeted, critical pump station, Standard Operating Procedures, Standard Maintenance Procedures, problem diagnosis, preventive and predictive maintenance methods, maintenance tasks and frequency, O&M manuals, capacity issues		
Training and Certification	Training program, technical, supervisory and management. Certification program	Knowledge, skills and abilities, basic skills, career paths, minimum qualification, certification, educational assistance program, internal and external training, OJT, training budget		

Work Practice or Maintenance Function	Description	Examples of Discussion Topics and Supporting Documents	Name	Interview Date, Time and Location
Work Management	Planning and scheduling work Materials management Priority Backlog management Procurement Manual or Computer Maintenance Management System (CMMS)	Complaints and emergencies normal hours and after hours Corrective, preventive and predictive maintenance work orders, work backlog, labor utilization, reports,		

Work Practice or Maintenance Function	Description	Examples of Discussion Topics and Supporting Documents	Name	Interview Date, Time and Location
Safety	<p>Safety committee</p> <p>Safety meetings</p> <p>Safety enforcement</p> <p>Documentation of comprehensive safety training</p> <p>Compliance with safety regulations</p> <p>Documentation of effectiveness of safety program (e.g., reduction of accidents)</p> <p>Documentation of attendance and learning at safety training sessions</p>	<p>Policy and procedures for trenching, confined space, lockout tagout, PPE.</p> <p>Safety manual, formal training, tracking, accident investigation</p>		
Financial	<p>Annual O&M Budget</p> <p>Rates</p> <p>CIP for rehabilitation/rehab</p> <p>Non-enterprise fund allocations</p>	<p>O&M budget process, line item accounts, five year CIP plan, repair, rehabilitation, replacement strategy for pipes and pump stations</p>		

Work Practice or Maintenance Function	Description	Examples of Discussion Topics and Supporting Documents	Name	Interview Date, Time and Location
Construction and Repair	Emergency repair Spot repairs, gravity system Rehabilitation Lateral installation Inspection New Construction Testing	Reports, inspection forms, performance data, inspection strategy, crew assignments and schedules, equipment available, current and budgeted, area maps, Standard Operating Procedures, field maps,		
Fleet Management	Maintenance Replacement Availability Budgeting	Inventory, repair and replacement process, maintenance turn around time, preventive maintenance, Standard Operating Procedures, Standard Maintenance Procedures, CMMS,		

Day 3 - Field

Pump Stations

Work Practice or Maintenance Function	Description	Examples of Discussion Topics and Supporting Documents	Name	Interview Date, Time and Location
Pump Station Maintenance	Submersible Cast in place wet well dry well Prefabricated Grinder/Low Pressure System	Logs, O&M manuals, on-site procedures, vehicles and equipment, SCADA, Supervisory controls, electrical systems, flow meters, HVAC, variable speed systems, chronic problems, pumps and hydraulic system		

Day 4 – Field

Facilities and Crews

Work Practice or Maintenance Function	Description	Examples of Discussion Topics and Supporting Documents	Name	Interview Date, Time and Location
Facilities	Electrical and mechanical repair shops and equipment Warehouse and equipment storage areas Vehicle maintenance shops Crew areas; locker rooms, training areas, dispatch areas	Logs, O&M manuals, on-site procedures, vehicles and equipment, SCADA, Supervisory controls, electrical systems, flow meters, HVAC, variable speed systems, chronic problems, pumps and hydraulic systems,		
Crews	CCTV Cleaning Construction Repair Overview of findings for week.	N/A None		
Exit Interview				